

# family, resident, and staff update

November 23, 2020

## NOTICE OF COVID-19 OUTBREAK

Dear families, residents, and staff,

**We are sorry to report that we have a confirmed COVID-19 diagnosis in a staff member at St Teresa Place. This impacts residents and staff on Hope East.**

The staff member last worked on November 19. As per public health protocols, the staff member self-isolated and was tested following close contact with someone who had tested positive for COVID-19. We learned today that the staff member received a positive result. The individual wore a mask continuously during the entire shift. We are in contact with the staff member, who remains asymptomatic, to ensure their safety and wellness.

Families with loved ones who live on Hope East have been contacted. While no residents are showing any symptoms of COVID-19, all residents on Hope East are being tested to be safe. All staff who the individual had interactions with have also been contacted. None are showing symptoms and all are being tested.

As precautionary measures we are:

- **Quarantining residents** on Hope East to minimize exposure and risk, including serving meals on trays in resident rooms.
- **Postponing all social visits—please visit virtually instead**
- Continuing thorough **environmental cleaning** with approved disinfectants
- Ensuring we are following **safety protocols** including frequent handwashing, donning PPE and procedural masks, and maintaining physical distance as appropriate
- **Halting new admissions** and examining re-admissions (for those who are currently away from the centre) on a case-by-case basis

Designated supports are eligible to continue to visit. We ask those who have been identified as designated supports to think carefully about options before coming to the centre. Please consider meeting with your loved ones virtually instead until all resident and staff test results are back and we are no longer in outbreak. We must exercise greater caution with the number of positive COVID-19 cases in the province rising substantively.

Our staff have participated in planning and training and are responding with calm and confidence. We are continuing to follow all public health directives and protocols which we hope will minimize the possibility of transmission. We continue to monitor residents very closely.

Daily updates on the outbreak will be posted online on the Covenant Care website by 6 pm (covenantcare.ca).

Click on the COVID-19 update link and scroll to the table outlining current status of each of our centres.

### Daily Updates

Daily updates will be posted online on the [Covenant Care](https://covenantcare.ca) website by 6 pm (covenantcare.ca). Click on the COVID-19 update link and scroll to the table outlining current status of each of our centres.

### Text Messaging Alerts

Please also sign up for text messaging alerts. This system will be used to notify of changes in outbreak status—either letting you know if there is an outbreak at St Teresa Place and when the outbreak is cleared. Sign up to receive text alerts by clicking on the links below or going to the COVID-19 update page on [covenantcare.ca](https://covenantcare.ca).

[St. Teresa Place Staff Signup List](#)

[St. Teresa Place Resident / Family Signup List](#)

Please direct questions to your Site Administrator at 587-230-5900 or email [admin@covenantcare.ca](mailto:admin@covenantcare.ca). For the most recent information on the pandemic please see [ahs.ca/COVID](https://ahs.ca/COVID).

Please continue to take every precaution you can to stay healthy and well,

Derrick Bernardo  
President

JoAnn Molloy  
Vice-President, Resident Experience